Udal Patel

923/6 Nahru Nagar Indore M.P. Phone: 09826388848, [udalpatel86@gmail.com](mailto:udalpatel86@gmail.com)

**IT Infrastructure & Technical Lead**

* Expertise in technical troubleshooting and providing support to large AWS Architect Cloud, EC2, VPC, Cloud Watch, Auto Scaling, Volume Storage, ELB, S3 Glaciers, Volume Attach to Linux Instance, AWS Router, S3, Versioning, Static website, Route 53, AWS Infrastructure, VPC NAT, AWS Compute, Storage, and Networking – Assessment, IP Network, critical IT systems.
* Having 8 years of experience in Networking Security, System Administrator and AWS Cloud (LAN/WAN and Security), Connected to VPN using hotspot Wi-Fi Broadband network etc.
* Installation configuration and management of security alliance. (Cisco, Sophos or juniper etc. with model number), Hands on experience on Switching and troubleshoot
* Installation Configuration and management of Router (model), Security Audit and vulnerability testing.

MPLS & ILL Link –

## Technical Skills

End Point Security: - Anti-

Monitoring & Coordination. Configuration & troubleshooting of Cisco 3850 core, 2950 access & POE network switches.

Network Management Tools: Monitoring & Managing WhatsApp gold, Solar wind Tool & PRTG Traffic Grapher.

Monitoring Bandwidth, Interface, Network, CPU, RAM, Hard Disk utilizations & Network Performance.

Firewall: - Sophos UTM XG 650, Cyberoam 350 iNG Experience on windows server 2008 & 2012 setup & configuration, AWS

Cloud, data backup, software Installation, windows formatting, restoring etc.

Virus, MacAfee & Outlook configuration, windows Patched update, etc, Bitdefender and ESET Endpoint.

Wireless access point & controller devices.

Configuration & troubleshooting of Site-to-Site VPN using dynamic routing protocols, VPN with Hub to spoke connectivity.

VMware server, VMware workstation, AWS Server, AWS Work Space, Hyper-V, Oracle’s Virtual box, ESXI 6.6

Windows server 2008 & 2012 setup & configuration.

Storage - NAS Technology: iOmega NAS Box.

Cisco Meraki Device Configuration & Management.

## Professional Experience

**From Jan 2021 to till date- 2021: -**

**Aakash Educational Services Limited** – as a Zonal IT Manager an Asia’s largest Indian based Educational IIT or Medical, Software & IT Service Provider Company.

**From June 2019 to Dec- 2020: -**

**IND Innovation India Pvt. Ltd. (Client- Tec Mahindra Technology.) (CMMI LEVEL 3)**: Aakash educational Services Limited.

**From March 2018 to May- 2019: -**

**Collabera Technology India Pvt. Ltd. (Client- Accenture Technology Pvt. Ltd.) (CMMI LEVEL 3)**: Aakash educational Services Limited.

## Responsibilities & Work activities:

* Organizing and managing all phases of the IT project to ensure on-time completion.
* Assembling and coordinating with project team members for smooth execution.
* Preparing requests for proposals and conducting all necessary meetings to facilitate selection of project services and products.
* Planning and overseeing the preparation and dissemination of project communications.
* Project planning and implementation of Network, Server & Storage devices.
* Handling IT Infra shifting projects: Management & Implementation
* Administrating and providing support to IT Network Infrastructure of various

Indian’s Customers.

* Coordination with Japan & Malaysia global support team for completion of scheduled projects. & related activities.
* Responsible for leading & executing new IT projects / requirements as a Project Manager.
* Coordinate internal resources and third parties/vendors for the flawless execution of projects.
* Ensure that all projects are delivered on-time, within scope and within budget
* Developing project scopes and objectives, involving all relevant stakeholders and ensuring [technical feasibility](https://resources.workable.com/digital-project-manager-job-description)
* Ensure resource availability and allocation.
* Use appropriate verification techniques to manage changes in project scope, schedule and costs

## Sundaram Packing India Pvt. LTD.

**Team Leader – Network** 06/2014 to 010/2016

# L3 support across India with supervision of 4 creative L1 team members. Associated on multiple IT project execution & implementation.

## Roles & Responsibilities:

* Handled team of 5 resources allocated to address L1 & L2 related query.
* IT Project management with providing solution, Implementation, Upgradation, Maintenance, Troubleshooting to large IP Network and critical IT systems.
* Planning and implementation of Network, Server & Storage devices.
* Coordinate internal resources and third parties/vendors for the flawless execution of projects.
* Network Security Policy Management and Firewall Policy Management.
* Configuring and Troubleshooting for Cisco Routers 2900, 3600, Switches 3560 & 2960-Troubleshooting of VLAN’s Trunk & Inter-VLAN Routing.
* Raising IT product & service related purchase request
* Administrating and troubleshooting multiple LAN & WAN connections in the Network.
* All network devices monitoring / debugging and capturing of logs via PRTG & Solar wind Tools.
* Supporting team on new product/feature implementation, node deployment and provide technical support.
* All ISP - ILL and MPLS Monitoring, troubleshooting & vender coordination.
* Involved in DC related activity & vender coordination for new POC as per

organization’s requirement.

* To provide support on IVR related functionality with IP Phone configuration & troubleshooting role.

**VSN International (INDIA) PVT LTD**– An IT service provider.

**Customer Support Engineer,** 06/2012 to 05/2014

# Providing technical support as an In-House and Companies Customer Support Engineer.

## Roles & Responsibilities:

* To provide L1 & L2 support to their clients & customers.
* Managing domain server users connected through roaming profile within the premises.
* Responsible for Windows Server 2008 & 2012 installation and configuration as per requirement. Hands on with Active directory, DNS, DHCP, Group Policy and Terminal Server.
* Troubleshoot and configure DHCP & FTP server. Responsible for Vendor Coordination.
* To work with NAS iOmega storage device integrated with Active directory.
* Configured & Managed HP L2 access switches with VLAN configuration, D-link Wi-Fi & Access Points.
* Configuring, monitoring and managing multiple devices like: Cisco Routers, Switches, Extreme Switches,
* Monitoring of ILL Network using PRTG tool
* Managing & monitoring of Cyber roam firewall XG 350 ING. Managed MacAfee End Point security antivirus.
* Management of door access controller.
* Managed CCTV centralize connectivity setup.

## Education

**RGPV UNIVERSITY, Bhopal**

Bachelor of Engineering, 06/2008

* Major Sub: Computer Science, English & Globalization.

## Agriculture H. S. School MP.

INTERMEDIATE, 05/2007

* Major Sub: English, History, Pol-science, Hindi & Economics.

## Dr. Hari Singh Gour School (MP)

MATRICULATION, 06/2005

* Major Sub: English, Math, History, Science & Hindi

## Technical Qualification

* ITIL V4 (IT Service Management) Foundation certified.
* Fortinet NSE 4 (Network Security Expert) certified.
* AWS (Amazon Web Services) certified.
* Prince 2 Foundation & Practitioner certified in Project Management.
* CCNA certified

## Personal Details

Father’s Name: Mr. G.P. Patel

Date of Birth: 3rd Sep 1986

Gender: Male

Address: 813/6 Nahru Nagar Indore (MP) - 452001

Religion: Hindu

Marital Status: Single

Nationality: Indian

Languages Known: English & Hindi

Hobbies: Watching TV Series & Volunteering

## Declaration

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Date: -

Place: Indore (MP) **UDAL PATEL**